

Event Coordinator

Job purpose: The Event Coordinator provides support for the Event Managers and Senior Event Officers for all their assigned events. This support includes all aspects of administering events while also providing a high level of customer service to internal and external stakeholders. Once established in the role, the individual may be solely responsible for organising some small repeating events, some of which are income generating.

Key Accountabilities:

- Manage the day to day administrative running of up to 30 events at one time including data entry, delegate bookings, tracking, correspondence, debt chasing, etc.
- Deal with delegate and speaker queries (phone and email).
- Work as part of a busy event team to support the overall objective of providing quality conferences and special events for the membership.
- Prepare basic financial reports for assigned events and weekly delegate tracking.
- Upload events onto the Law Society's website via the Event Management database.
- Financial administration of events including raising invoices and purchase orders and settling speaker expenses and refunds.
- Create and report post event using delegate questionnaires.
- Take accurate notes at meetings.
- Proof reading and editing content of event flyers and website.
- Draft for review and then send out joining instructions to delegates/attendees at least three weeks before the event.
- Prepare badges, generate contents and then pack delegate packs for events.
- Attend and provide support at events when required around the UK. Ability to work events outside of daytime working hours and at weekends is essential.
- Liaise with speakers to secure their notes and biographies and presentation materials.
- Once established in the role, manage a portfolio of small repeating events. This includes venue booking, liaising with speakers and all event logistics.
- Both assist and manage the Law Society's Admission Ceremonies for new entrants to the profession.
- Any other duties as assigned.

Knowledge, skills and experience

Essential

- Strong organisational and administrative skills
- Customer handling experience
- Excellent communication skills, both written and oral, including negotiation techniques

Desirable

- Proven experience working within a fast paced event team

- Financial skills e.g. budget creation, debt chasing, PO creation
- Ability to liaise with people at all levels, internal and external to the organisation
- Flexibility
- Excellent time management skills: ability to plan, multi-task and prioritise work to ensure that all activities are completed within deadlines
- Attention to detail for proof reading, creating web copy, and note taking
- Ability to cope well under pressure
- Customer oriented approach
- Work effectively within a team to support others
- High degree of accuracy and attention to detail
- Experience of working with databases
- Experience of all Microsoft Office packages

Planning & Organising

Juggling the demands and competing deadlines for up to 30 events at any one time can be challenging. It is essential to communicate clearly with fellow team mates so that the work is prioritised appropriately for the different events and conferences.

The post holder is expected to show excellent time management skills to ensure that while fulfilling all immediate tasks they are also paying attention to events that are in the future to ensure they stay on deadline with their assigned tasks.

Dimensions

The post-holder will be required to work as part of large extremely busy team of 13 which includes the head of training and events, two event managers, three senior event officers, four event officers and three event coordinators. So while the post-holder will be expected to work well as a member a team they will also be expected to work on own initiative.

The team as a whole is responsible for organising more than 300 events a year.

The post-holder will be expected to liaise with and manage relationships with people at varying levels from a wide range of teams within the Law Society and external speakers, sponsors, exhibitors, delegates and suppliers. They will be expected to interact appropriately and communicate effectively with people from all levels from across the organisation as well as senior professionals who speak and attend the events organised by the team.

Financial responsibility - The post holder will be issuing invoices, handling POs, refunds, credit card payments debt chasing, payment reconciliation and issuing credit notes.

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